GOVERNMENT OF INDIA
TOURISM
LOK SABHA

UNSTARRED QUESTION NO:127
ANSWERED ON:25.04.2016
Renovation of Tourists Areas for Differently Abled
Pal Shri Jagdambika

Will the Minister of TOURISM be pleased to state:

(a) whether the Government has any proposal to renovate tourist areas to make them more friendly to the differently abled, if so, the details thereof;
(b) if not, the reasons therefor;
(c) whether the Government has received any complaints of existing differently abled friendly facilities being unused or poorly maintained, if so, the details thereof; and
(d) the steps being taken to address the problem?

Answer

MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE)
(DR. MAHESH SHARMA)

(a) to (d): Renovation and maintenance of tourist areas is the responsibility of the respective State/UT Governments. As per the existing guidelines of Swadesh Darshan and PRASAD, which are the schemes for development of infrastructure, the State/UT Governments need to submit an undertaking with the Govt. of India indicating their commitment to the scheme by ensuring that the operation and maintenance of the identified and developed projects would be responsibility of the respective State. Further, the respective State/UT Governments need to submit an undertaking that the project will be implemented in accordance with relevant building bye-laws of the State/Ministry of Urban Development notification ensuring barrier free environment for differently abled person.
Acknowledging the people with disabilities as a consumer group of travel, sport and other leisure oriented products and services, this Ministry has issued detailed instructions to all the State Governments/UT Administrations for making the tourist facilities, which are being created with Central Financial Assistance, barrier-free. The guidelines for Classification/re-classification of hotels, also require all star hotels to ensure specialised room and facilities for the differently abled guests. Further, Ministry of Tourism has in place a mechanism for redressal of grievance regarding differently abled friendly facilities at tourist areas through the CPGRAMS Portal. No complaints have been received in the Ministry of Tourism regarding non-usage or poor maintenance of existing differently abled friendly facilities.

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